



Toni R. Acton
Director

AT&T Services, Inc.
1120 20th Street, N.W.
Suite 1000
Washington, D.C. 20036

202.457.3039 Phone
202.457.3070 Fax

June 30, 2009

Via Electronic Submission

Ms. Marlene Dortch
Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Re: CG Docket 03-123
AT&T Submission of TRS Complaint Logs for Period
June 1, 2008 Through May 31, 2009

Dear Ms. Dortch:

AT&T hereby submits its Annual Summary of TRS Consumer Complaint Logs for the time period June 1, 2008 through May 31, 2009.

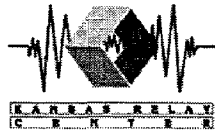
If you have any questions, please contact the undersigned at 202-457-3039.

Sincerely,

/s/ Toni R. Acton

Toni R. Acton
Director

Attachment



Michigan Relay Center

June 2008 - May 2009

	Jun 2008	Jul 2008	Aug 2008	Sep 2008	Oct 2008	Nov 2008	Dec 2008	Jan 2009	Feb 2009	Mar 2009	Apr 2009	May 2009	Total	Pct
Service Complaints - CA Related														
Failure to Provide CA ID													0	0%
Failure to Comply w/caller's Instruction						1							1	25%
Transparency													0	0%
Attitude			1										1	25%
Incorrect Procedure													0	0%
Verbatim													0	0%
Accuracy													0	0%
Spelling													0	0%
Unprofessional Call Handling													0	0%
Other											1	1	2	50%
Total	0	0	1	0	0	1	0	0	0	0	1	1	4	
Technical Complaints														
Sound Clarity/Garbled Messages													0	0%
External Call Routing Issues													0	0%
Connecting w/TRS					1								1	100%
Other													0	0%
Total	0	0	0	0	1	0	0	0	0	0	0	0	1	
Miscellaneous Complaints														
Billing Issues													0	0%
Complaint About Another TRS													0	0%
Scope of Service													0	0%
Other		1											1	0%
Total	0	1	0	0	0	0	0	0	0	0	0	0	1	
Total Complaints	0	1	1	0	1	1	0	0	0	0	1	1	6	

TRS COMPLAINT LOG
PREPARED BY ATT FOR THE MICHIGAN RELAY CENTER
JUNE 1, 2008 - MAY 31, 2009

Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
7/10/2008	The customer stated that when she completed her call with her hearing parties today, and said goodbye, the CAs hung up without asking if she wanted to place another call. The customer provided the manager with a list of CA's she had issues with.	7/10/2008	The manager reviewed the complaint with the CA's. The manager also reviewed the procedure with the CA's. They were all familiar with the appropriate procedure regarding ask the customer if he/she wished to place another call.
8/4/2008	The customer was dissatisfied with the service she received from a number of CA's. She stated the CA's were rude, impatient, and did not want to speak to her.	8/4/2008	The manager apologized to the customer for her experience. In order to investigate further, the manager needed more information regarding the calls such as the date and time the calls were made. The customer was unable to provide the manager with dates and times of the incidents. The manager encouraged the customer to keep a note of such information, which will better assist the manager in investigating the incident. The customer said ok. The complaint was reviewed with the CA's listed. The CA's had no recollection of the apparent incident.
10/28/2008	The VCO customer stated that she was not able to get through to the relay center's 800 number to place a relay call. She mentioned that when she called, the message on her VCO phone said, "rings sending ID". The customer also stated that she felt her calls were being "controlled" or "watched". She felt that her phone was being tapped.	11/3/2008	The Supervisor apologized for the inconvenience and recommended that she try dialing 711 and letting the office know if it worked or not. Regarding her phone being "controlled" or "watched", the supervisor recommended that the customer call her local phone company and/or police department for that issue, as the MRC is unable to resolve such problems for her. After disconnecting with the customer, the office never received a follow up from the customer.

TRS COMPLAINT LOG
PREPARED BY ATT FOR THE MICHIGAN RELAY CENTER
JUNE 1, 2008 - MAY 31, 2009

Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
11/4/2008	The TTY customer asked the CA to dial a number which included letters. The CA responded to the customer by stating that his message was garbled and to repeat the message. The customer then retyped the number to dial, and received the same response from the CA. According to the customer, the CA then told the customer that there must be a bad connection, and then disconnected the call. The customer called MRC again and received another CA who was able to connect his call with no problems.	11/4/2008	The manager apologized to the customer and sent the customer an apology card. The manager also reviewed this complaint with the CA. The complaint was documented and filed.
4/8/2009	The voice customer stated this is the second time someone has attempted to defraud him of funds using the relay center. The customer stated the relay caller asked him to place charges on a credit card, then wait until they come, then they will pay him back. The customer wanted MRC to start tracking this call.	4/8/2009	The manager apologized to the customer for his frustrations and explained that we have no way of tracking or tracing calls. The manager explained the history and purpose of relay to help the voice customer understand why MRC was unable to track these calls. The manager suggested to the customer that he contact his phone company as well as the police department of this incident.
5/23/2009	The VCO customer stated that when she receives one particular CA, the CA hangs up on her. She stated this CA is the only CA that seems to do this to her. She also stated that the CA accuses her of bad typing, yet her screen is always clear on her end.	5/23/2009	The Supervisor asked the customer to make a number of test calls so that the supervisor can see what the issue was. The first test call went smoothly. During the second test call the Supervisor witnessed garbled messages coming from the customer. The Supervisor discovered that the customer switches over from VCO to TTY and sometimes would type to the CA without the CA knowing. The Supervisor explained to the customer that it is better to make sure that the CA knows that she will switch over and type. This will eliminate confusion and frustrations. The Supervisor also explained the proper procedure for using VCO. The customer understood how to process the call better after the Supervisor assisted her.

AT&T RELAY SERVICES
ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2008 through May 31, 2009



Complaint Summary by Category

As of June 17, 2009

Complaint Category	2008							2009					Total
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	
Transparency													0
Confidentiality													0
Verbatim							1			1			2
Typing Issues													0
In Call Replacement				1									1
Answer Performance												1	1
Gender Accommodation													0
Total	0	0	0	1	0	0	1	0	0	1	0	1	4

AT&T RELAY SERVICES
2009 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2008 through May 31, 2009



as of June 17, 2009

as of June 17, 2009

	2008							2009						
Pennsylvania	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL	
VOICE	0	0	0	0	0	0	0	0	0	0	0	0	0	
TTY	0	0	0	1	0	0	0	0	0	1	0	0	2	
TOTAL	0	0	0	1	0	0	0	0	0	1	0	0	2	
Virginfia	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL	
VOICE	0	0	0	0	0	0	0	0	0	0	0	0	0	
TTY	0	0	0	0	0	0	0	0	0	0	0	0	0	
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	
AT&T Other	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL	
VOICE	0	0	0	0	0	0	1	0	0	0	0	0	1	
TTY	0	0	0	0	0	0	0	0	0	0	0	1	1	
TOTAL	0	0	0	0	0	0	1	0	0	0	0	1	2	
ALL CONTRACTS	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL	
VOICE	0	0	0	0	0	0	1	0	0	0	0	0	1	
TTY	0	0	0	1	0	0	0	0	0	1	0	1	3	
TOTAL	0	0	0	1	0	0	1	0	0	1	0	1	4	

Note:

- 1) AT&T Other category complaints are AT&T LDRC, OSD and/or customers from non-AT&T contracted states combined. Includes AT&T Internet Relay contacts.
- 2) ALL Contracts totals all complaints from all reported state services and AT&T Other category.

AT&T RELAY SERVICES
NON-CONTRACT
2009 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2008 through May 31, 2009



6/17/09

	2008							2009					
NON-CONTRACT	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	0	0	0	0	1	0	0	0	0	0	1
TTY	0	0	0	0	0	0	0	0	0	0	0	1	1
TOTAL	0	0	0	0	0	0	1	0	0	0	0	1	2

AT&T RELAY SERVICES
NON-CONTRACT
ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2008 through May 31, 2009
Complaint Summary by Category

6/17/09

	2008							2009					
Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	Total
Transparency	0	0	0	0	0	0	0	0	0	0	0	0	0
Confidentiality	0	0	0	0	0	0	0	0	0	0	0	0	0
Verbatim	0	0	0	0	0	0	1	0	0	0	0	0	1
Typing Issues	0	0	0	0	0	0	0	0	0	0	0	0	0
In Call Replacement	0	0	0	0	0	0	0	0	0	0	0	0	0
Answer Performance	0	0	0	0	0	0	0	0	0	0	0	1	1
Gender Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	1	0	0	0	0	1	2



AT&T RELAY SERVICES
PENNSYLVANIA
2009 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
 June 1, 2008 through May 31, 2009

6/17/09	2008							2009					
PENNSYLVANIA	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	0	0	0	0	0	0	0	0	0	0	0
TTY	0	0	0	1	0	0	0	0	0	1	0	0	2
TOTAL	0	0	0	1	0	0	0	0	0	1	0	0	2

AT&T RELAY SERVICES
PENNSYLVANIA
ANNUAL SUMMARY OF CONSUMER COMPLAINTS
 June 1, 2008 through May 31, 2009
 Complaint Summary by Category

6/17/09	2008							2009					
Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	Total
Transparency	0	0	0	0	0	0	0	0	0	0	0	0	0
Confidentiality	0	0	0	0	0	0	0	0	0	0	0	0	0
Verbatim	0	0	0	0	0	0	0	0	0	1	0	0	1
Typing Issues	0	0	0	0	0	0	0	0	0	0	0	0	0
In Call Replacement	0	0	0	1	0	0	0	0	0	0	0	0	1
Answer Performance	0	0	0	0	0	0	0	0	0	0	0	0	0
Gender Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	1	0	0	0	0	0	1	0	0	2

AT&T RELAY SERVICES
VIRGINIA
2009 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2008 through May 31, 2009



6/17/2009	2008							2009					
VIRGINIA	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	0	0	0	0	0	0	0	0	0	0	0
TTY	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0

AT&T RELAY SERVICES
VIRGINIA
ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2008 through May 31, 2009
Complaint Summary by Category

6/17/2009	2008							2009					
Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	Total
Transparency	0	0	0	0	0	0	0	0	0	0	0	0	0
Confidentiality	0	0	0	0	0	0	0	0	0	0	0	0	0
Verbatim	0	0	0	0	0	0	0	0	0	0	0	0	0
Typing Issues	0	0	0	0	0	0	0	0	0	0	0	0	0
In Call Replacement	0	0	0	0	0	0	0	0	0	0	0	0	0
Answer Performance	0	0	0	0	0	0	0	0	0	0	0	0	0
Gender Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0	0	0

VIRGINIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2008 – MAY 2009

June 2008 – Nothing to report

July 2008 – Nothing to report

August 2008 – Nothing to report

September 2008 – Nothing to report

October 2008 – Nothing to report

November 2008 – Nothing to report

December 2008 – Nothing to report

January 2009 – Nothing to report

February 2009 – Nothing to report

March 2008 – Nothing to report

April 2009 – Nothing to report

May 2009 – Nothing to report

**NON-CONTRACT STATES RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2008 – MAY 2009**

June 2008 – Nothing to report

July 2008 – Nothing to report

August 2008 – Nothing to report

September 2008 – Nothing to report

October 2008 – Nothing to report

November 2008 – Nothing to report

December 2008

Voice December 29, 2008

The customer complained the CA had not relayed the call verbatim.

Category: Other (CA/OPR)

Escalation: Received by the National Customer Care Center and handled by the same.

Resolution: Apologized to the customer for his/her inconvenience.

Contact Closed: December 29, 2008

FCC: Verbatim

January 2009 - Nothing to report

February 2009 – Nothing to report

March 2008 – Nothing to report

April 2009 – Nothing to report

May 2009

TTY May 28, 2009

The customer complained he/she had to wait a long time to reach a CA.

Category: Answer/Wait Time

Escalation: Received by the Pennsylvania Relay Center and handled by the same.

Resolution: Apologized for the customer's inconvenience. Referred comments to AT&T Account Manager.

Contact Closed: May 29, 2009

FCC: Answer Performance

**PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2008 – MAY 2009**

June 2008 – Nothing to report

July 2008 – Nothing to report

August 2008 – Nothing to report

September 2008

TTY September 22, 2008

The customer complained about relief CA procedures.

Category: Methods Related

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience. Explained that the customer can request upfront that the CA stay with the call until it is completed.

Contact Closed: September 22, 2008

FCC: In Call Replacement

October 2008 – Nothing to report

November 2008 – Nothing to report

December 2008 – Nothing to report

January 2009 – Nothing to report

February 2009 – Nothing to report

March 2009

TTY March 12, 2009

The customer complained the CA had not relayed the call verbatim.

Category: Other (CA/OPR)

Escalation: Received by the Pennsylvania Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: March 12, 2009

FCC: Verbatim

April 2009 – Nothing to report

May 2009 – Nothing to report

AT&T Video Relay Service Complaint Log Summary
June 1, 2008 to May 31, 2009

Video Relay Service
Number of Complaints

June '08	July '08	Aug '08	Sept '08	Oct '08	Nov '08	Dec '08	Jan '09	Feb '09	March '09	April '09	May '09
0	0	0	0	0	0	0	0	0	0	0	0

The total number of Video Relay Service complaints for this reporting period is 0. Complaints are forwarded to the appropriate department(s) and review for proper follow up.